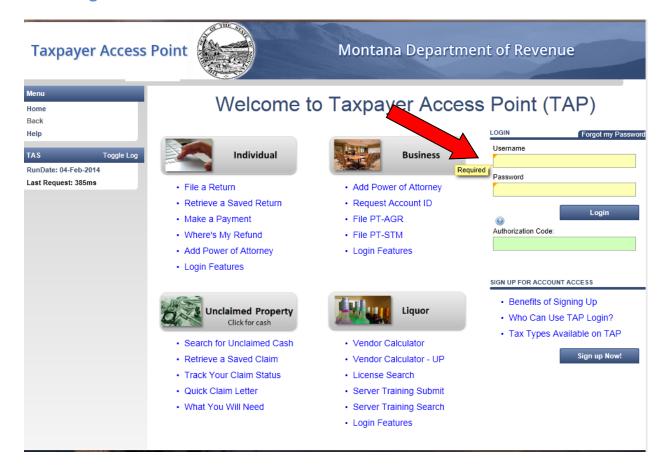
Defective Merchandise Credit Request

Go to the TAP website at https://revenue.mt.gov TAP Login

You must be registered before trying to Login.

Type "Username", "Password" and "Authorization Code".

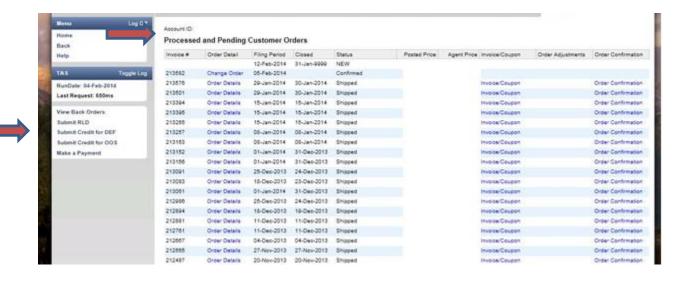
Click "Login".



Click "Account ID"

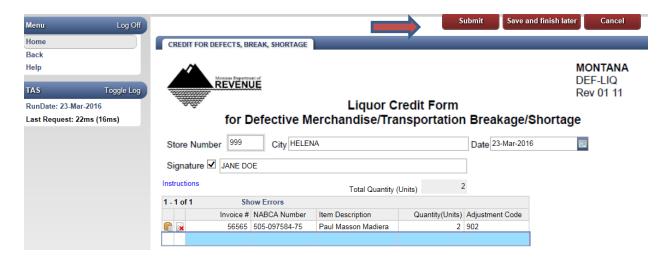


This takes you to the "Processes and Pending Customers Orders" screen. Click "Submit Credit for DEF"

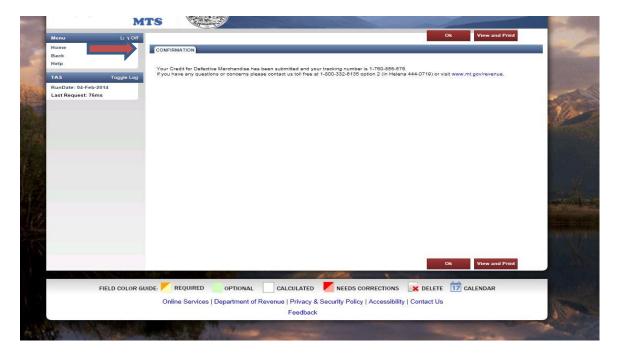


Enter "Defective Merchandise/Transportation Breakage/Shortage" in the Box below for credit.

You can "Save and Finish Later" by clicking on the button and coming back later to finish completing the "Credit Request", Click "Submit".



After you have filled out the Credit Request, Click "Submit" and you will get the below "Confirmation".



After selecting "Submit" you will see this screen. You can either Click "Ok" or "View and Print".

After selecting "View and Print" you can print the credit form from here.

If you select "Ok" it will take you out of the program.



Click "Home" to go to the "Accounts ID" page.



Once you get to the "Accounts ID" page, Click "Requests" and you will see the request as "Pending".

